

# Personal Social Services Adult Social Care Survey, 2017-18

Birmingham comparator report  
February 2019



# INTRODUCTION AND SUMMARY



# Introduction

- This report contains findings from the Adult Social Care Survey 2017-18 (ASCS).
- It is a national survey that takes place every year. All councils with Adult Social Services responsibilities (CASSRs) carry it out on behalf of NHS Digital.
- We conduct the survey by post, between mid-January and early March. We include a random sample of people who are aged 18 and over, and receive long-term social care support that is funded or managed by Birmingham City Council.
- The responses to the survey help the adult social care sector understand more about how services are affecting people's lives, to enable choice, and to inform how we develop services in future.

# Introduction

- The survey asks people we support questions about their quality of life and what impact care and support services have on it. It also collects information about their general health and well-being.
- Some questions in the survey are also used to populate five measures within the Adult Social Care Outcomes Framework (ASCOF). This is a nationally reported set of indicators that looks at how well Adult Social Care departments in England are performing.
- The survey is valuable to us because it provides national, regional and peer group benchmarking on people's experience of social care. As we carry out the survey annually, it allows us to monitor trends over time. This provides a useful tool for tracking the impact of policy and service changes as well as providing insight into improvements that are required.

# Summary

## Satisfaction



62% of people who responded were extremely or very satisfied with the care and support they received, compared to 65% nationally. This is an improvement on the 59% who responded this way last year.



## Feeling Safe



71% of people who responded reported feeling as safe as they want, compared to 70% nationally, and up from 66% last year

90% of respondents said that the care and support they receive has helped them feel safe, compared to 86% nationally. This is down slightly from 92% last year.



# Summary

## Choice



76% of people responding from the community reported that they have enough choice over the care and support they receive. This compares to 68% nationally, and is up from 66% last year.

3% reported that they don't want or need choice. This compares to 6% nationally.



## Social Contact



47% of respondents reported that they had as much social contact as they like, compared to 46% nationally and up from 37% last year.

21% reported that they did not have enough, or had little social contact. This compares to 22% nationally.



# PROFILE OF RESPONDENTS



# Profile of Respondents



**40%** Very Good or Good health (42%)

**22%** Bad or Very Bad health (18%)



**41%** not anxious or depressed (45%)

**50%** moderately anxious or depressed (46%)

**9%** extremely anxious or depressed (9%)



**54%** have difficulty moving around indoors (49%)

**48%** have difficulty or can't get out of bed (47%)

**26%** have difficulty or can't feed self (25%)

- The numbers below outline the health and wellbeing of the people who responded to the survey in Birmingham. National figures are shown in brackets.
- Birmingham's sample suggests a higher than average level of need, particularly around washing, dressing and toileting.



**78%** have difficulty or can't wash (71%)

**66%** have difficulty or can't get dressed (60%)

**49%** have difficulty or can't use toilet (42%)



**82%** have difficulty or can't deal with finances and paperwork (82%)

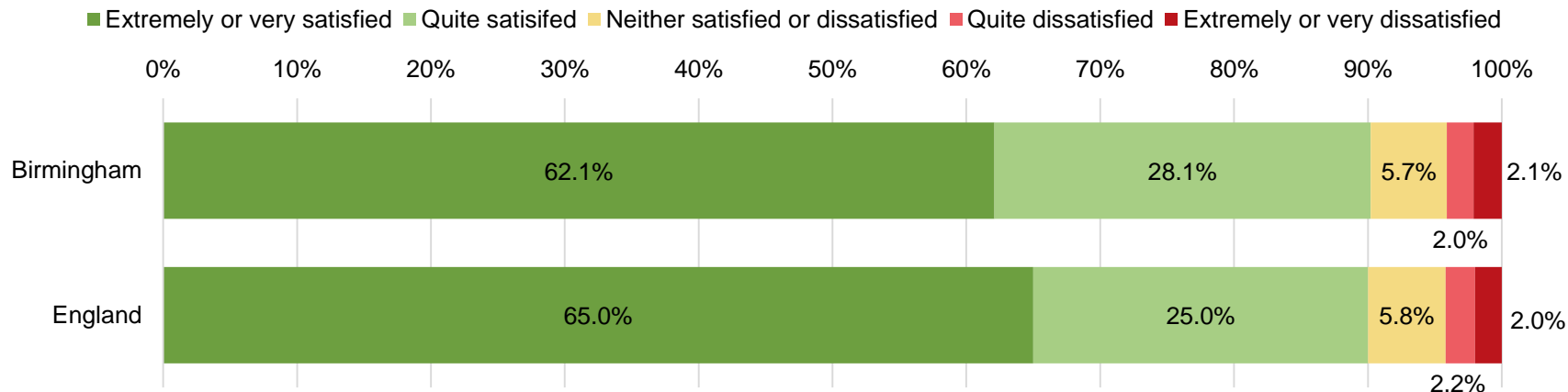


# OVERALL SATISFACTION WITH CARE AND SUPPORT



# Overall Satisfaction with care and support services

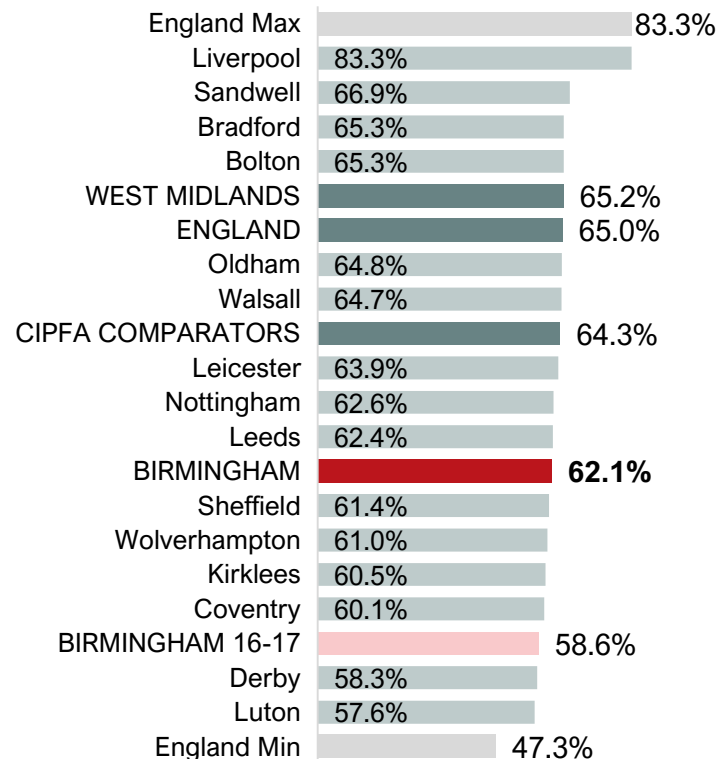
- The first section of the survey includes a question about general satisfaction with social care: “Overall, how satisfied are you with the care and support or services you receive?”
- 62% of people who responded said they were extremely or very satisfied. This compares to 65% nationally, and is an improvement on last year’s 59%.



# Overall Satisfaction with care and support services

- This chart compares the proportions of people who said they were “Extremely happy” or “Very happy” with their care and support.
- It shows how Birmingham performed against our nearest statistical neighbours (“CIPFA Comparators”\*), and against the overall scores for England and the West Midlands Region.
- The data is from the 2017/18 survey, except for our score from 2016/17, included in pale red.
- Birmingham has shown a marked improvement from last year. However we still have a below-average proportion of highly satisfied respondents.

\* CIPFA is the Chartered Institute of Public Finance and Accountancy. They produce lists of similar local authorities for comparison purposes. The 14 displayed in the graph are the ones judged to be most similar to Birmingham.

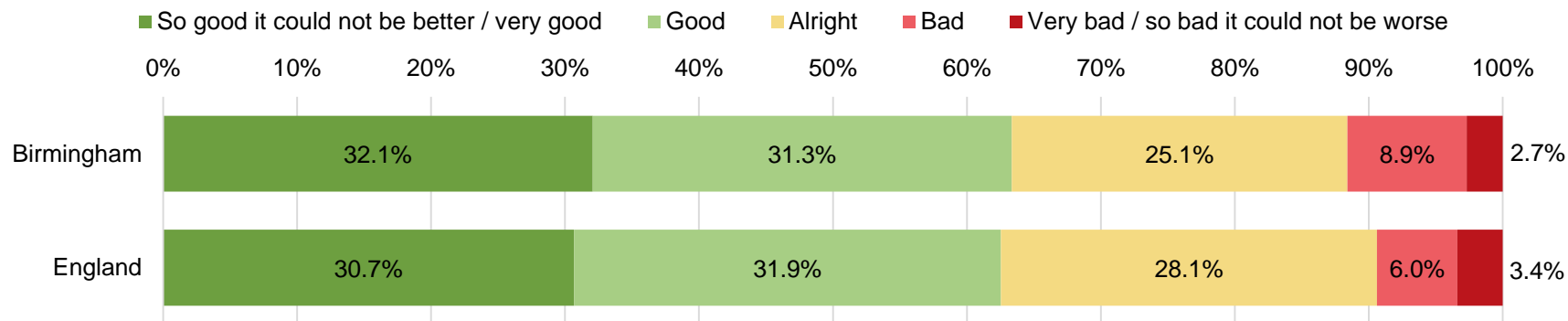


# QUALITY OF LIFE



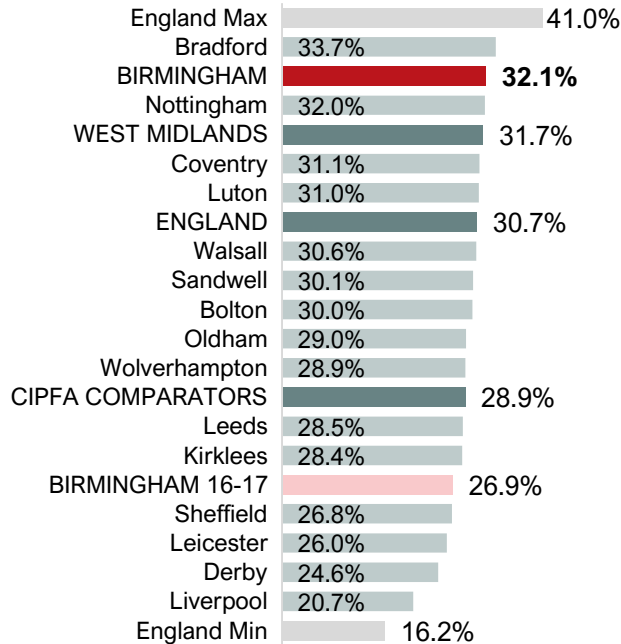
# Quality of Life

- Section 2 of the survey asks questions about the person's quality of life.
- This part of the report looks at overall quality of life, two national ASCOF indicators that are taken from the survey, and some responses around specific aspects of respondents' lives.
- When asked "how would you rate the quality of your life as a whole", 63% of respondents in Birmingham replied that it was "Good", "Very Good" or "Could not be better". This is broadly in line with the national average.
- However, Birmingham had a higher-than-average number of people saying that it was bad.



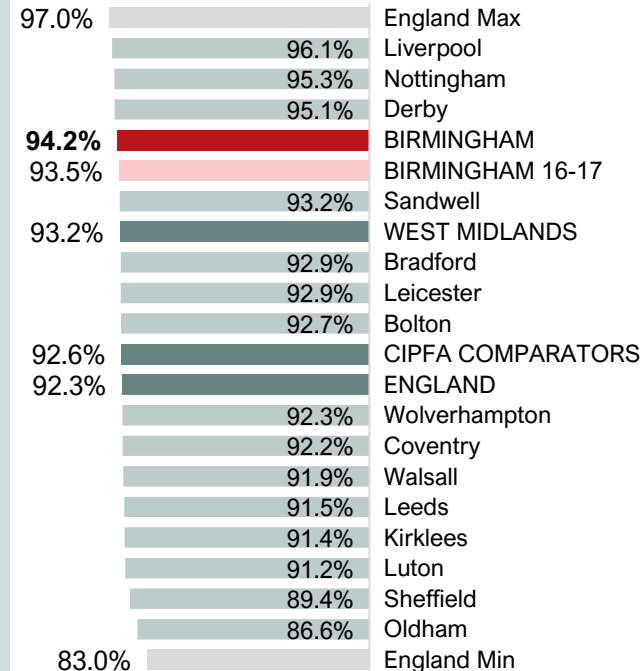
# General Quality of Life

## "Very good" or "So good it could not be better"



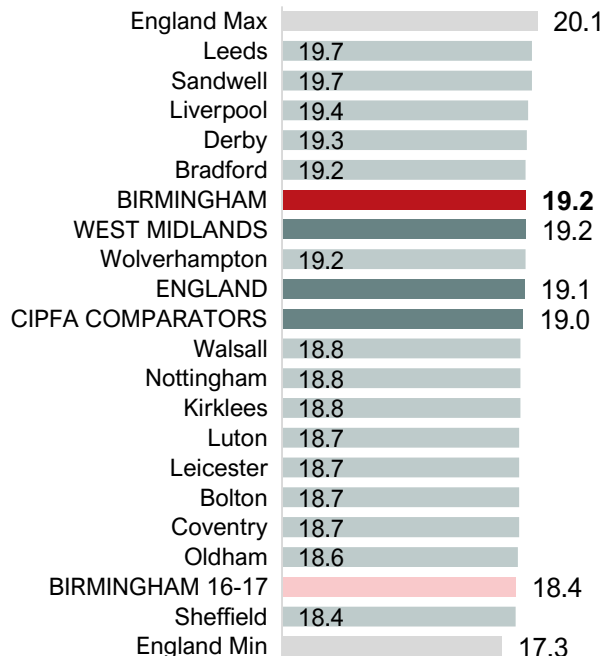
- The chart on the left compares the proportion of Birmingham respondents who reported having the highest qualities of life against other authorities. Birmingham has seen a marked improvement since last year, and we are now above average.
- On the right, the chart shows responses to the question "Do services help you to have a better quality of life?" indicating that Birmingham continues to support residents' in having a better quality of life.

## Proportion reporting that services helped quality of life



# Quality of Life: ASCOF 1A and 1J

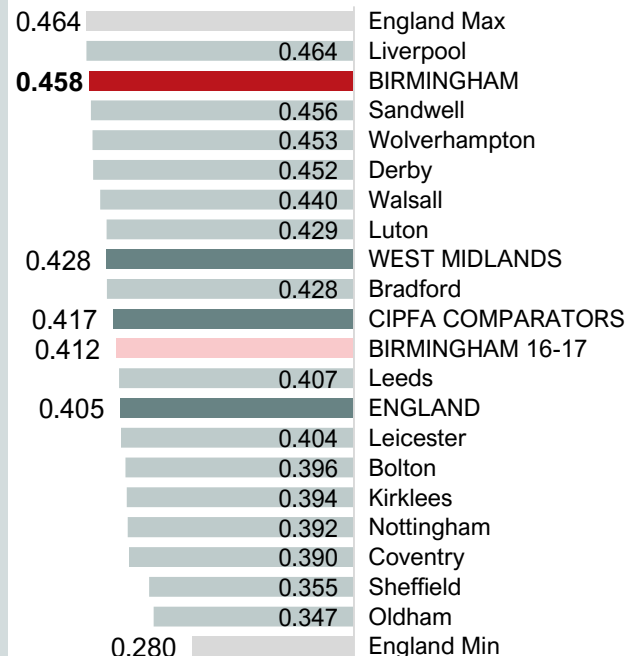
## Social Care-Related Quality of Life (ASCOF 1A)



These ASCOF indicators are derived from the Quality of Life section of the survey, and summarise the quality of various aspects of respondents' lives. Two of these aspects, control and safety, are explored later in this report.

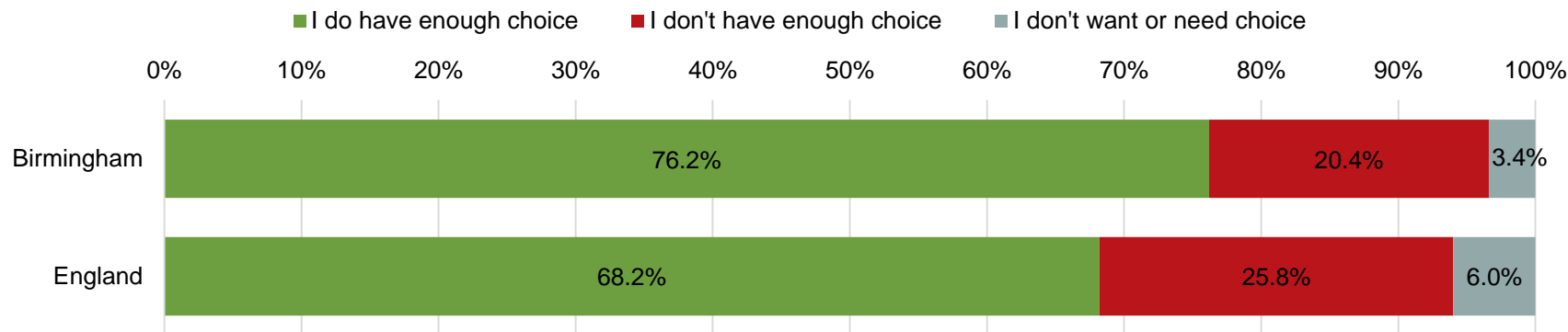
- The graph on the left shows the score before adjusting it for factors beyond our control. It shows a significant improvement on last year, and places Birmingham slightly above the average.
- The graph on the right shows the adjusted score. This gives a better illustration of the amount social care services help improve people's lives. It takes other information into account, such as the levels of need shown on slide 8. Birmingham is now one of the best performing authorities on this measure.

## Adjusted Social Care-Related Quality of Life (ASCOF 1J)



# Choice

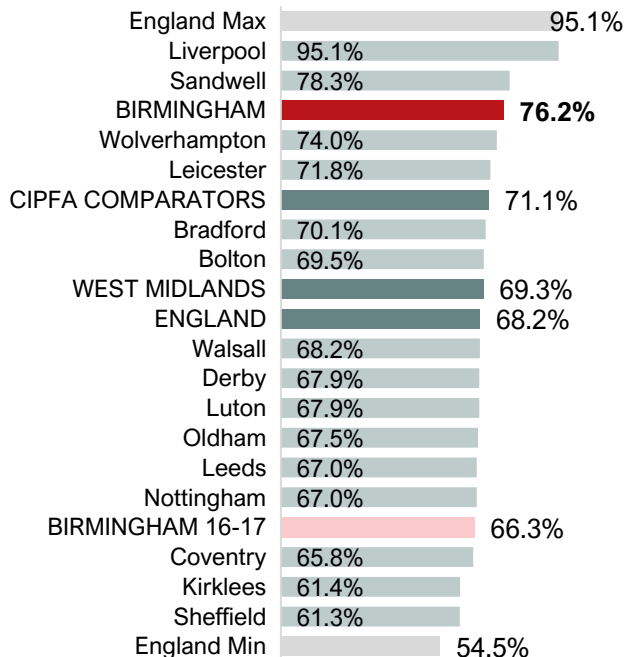
- When asked “Which of the following statements best describes how much choice you have over the care and support services you receive?”, 76% of respondents in Birmingham replied that they have enough choice.
- This is a better than average result, and an improvement on the 66% who replied this way last year.
- Only 3% of respondents replied that they did not need or want choice.





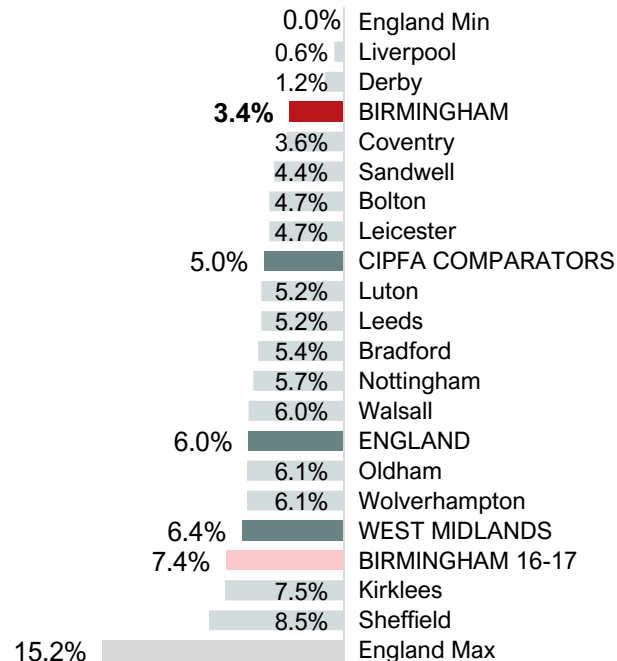
# Choice

## I do have enough choice over care and support services



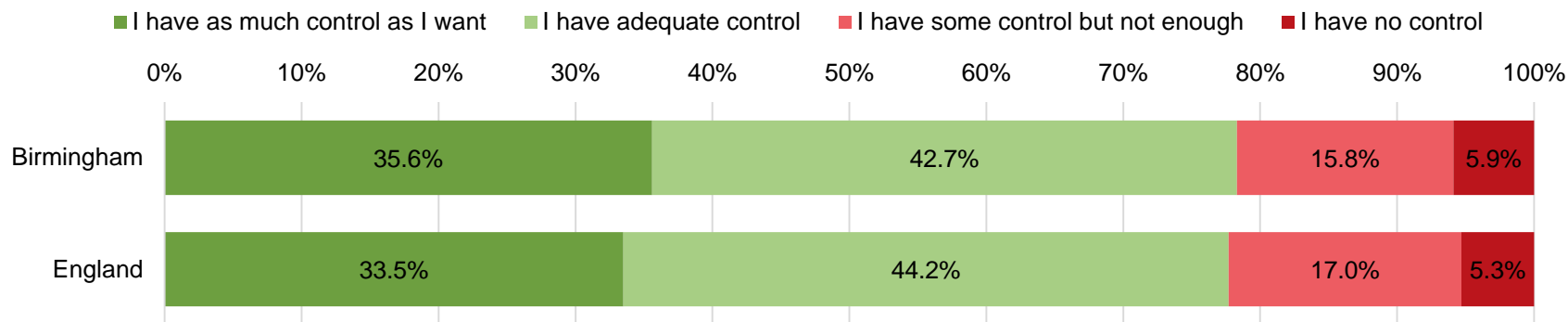
- On the left, the chart shows the proportion of respondents who said that they had enough choice over services. Birmingham is performing well on this, and these results show an improvement since last year.
- On the right is the comparison of the proportion of people who indicated that they don't need or want choice.

## I don't need or want choice about care and support services



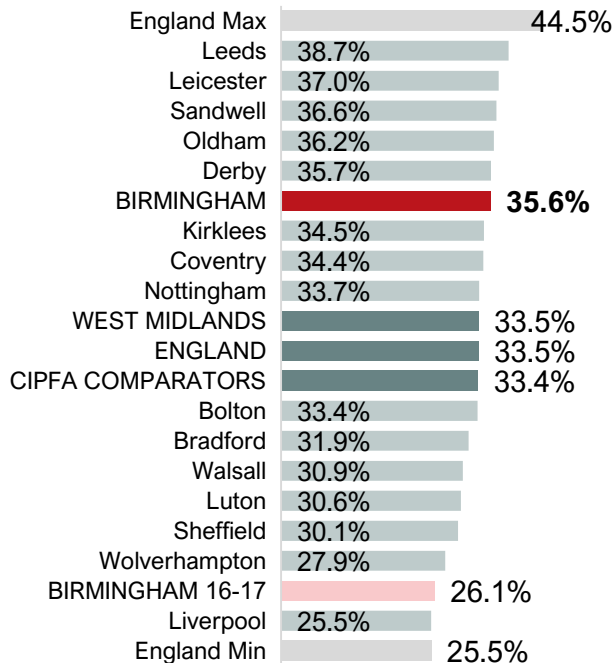
# Control

- The survey asks respondents to choose a statement that best describes how much control they have over daily life.  
It defines “control over daily life” as “having the choice to do the things or have things done for you as you like and when you want.”
- 36% of Birmingham’s respondents replied that they have as much control as they want. This is slightly better than the England average of 34%, and an improvement on last year.
- This measure is part of ASCOF indicators 1A and 1J (see slide 15)



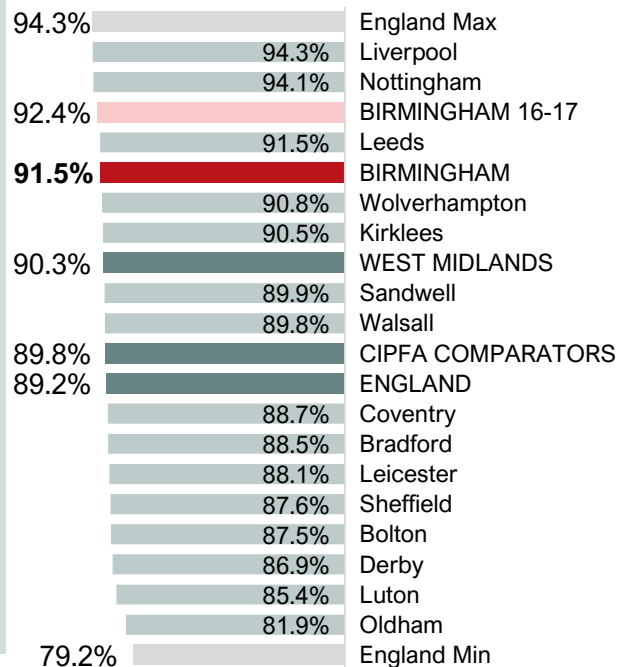
# Control

## "I have as much control over my daily life as I want"



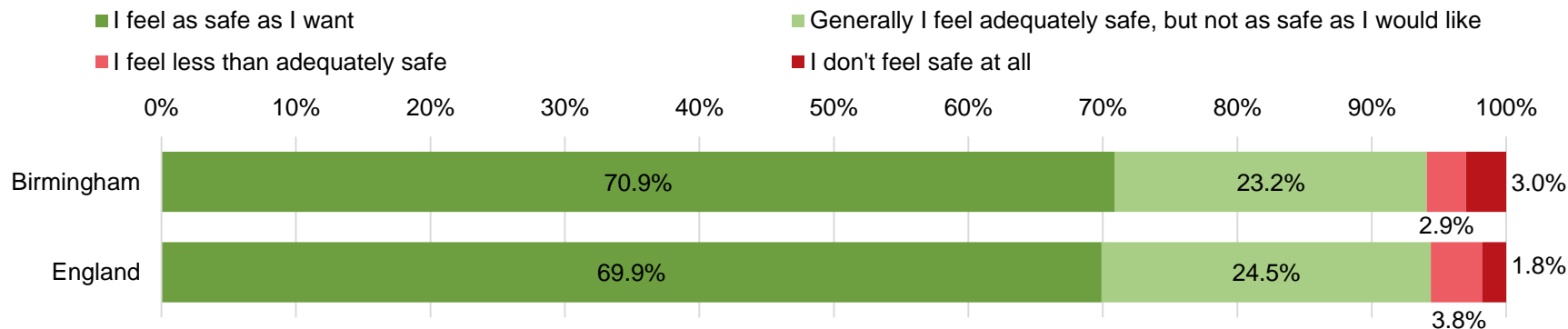
- On the left, the chart shows the proportions of people who responded who said that they had as much control over daily life as they want. Birmingham is above average on this, and has shown a significant improvement since last year.
- On the right are the proportions of people who said that services helped them to have control. This has dropped slightly for Birmingham, but we remain above average.

## Services helped in having control over daily life



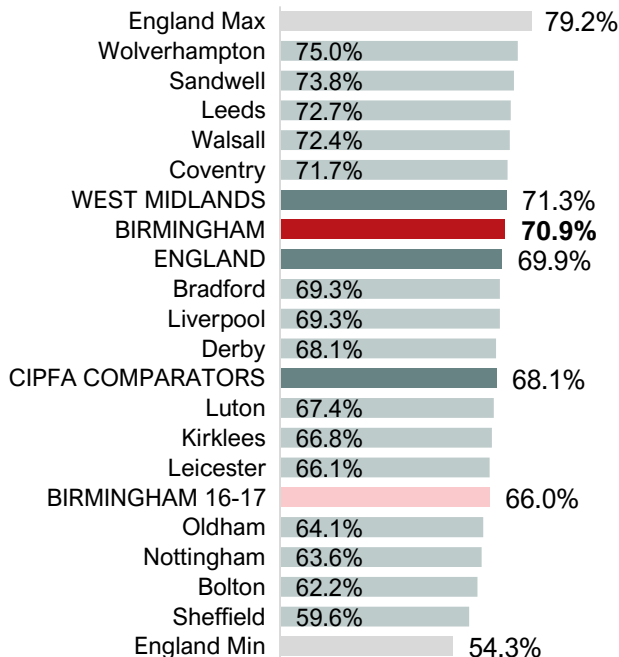
# Safety

- The survey asks respondents to choose a statement that best describes how safe they feel.  
It defines “feeling safe” as “how safe you feel both inside and outside the home. This includes fear of abuse, falling or other physical harm.”
- 71% of Birmingham’s respondents replied that they feel as safe as they want- this is close to the national average of 70%.
- This measure is part of ASCOF indicators 1A and 1J (see slide 15)



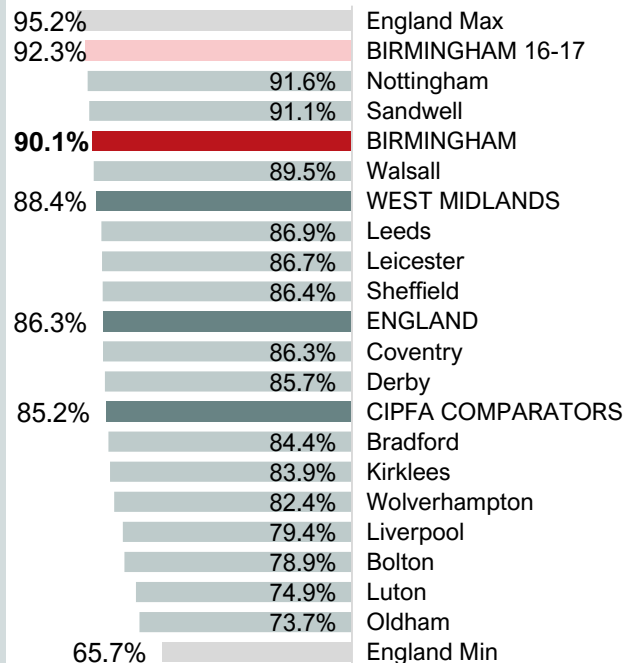
# Safety

Percentage of people reporting  
"I feel as safe as I want"



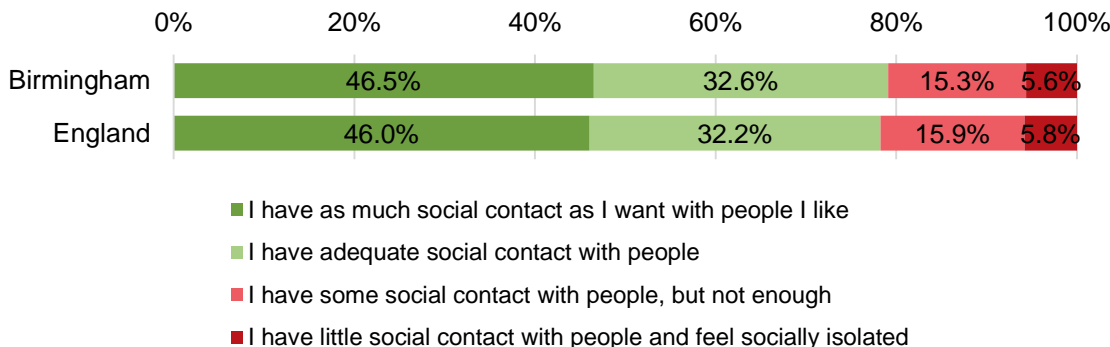
- On the left, the chart shows the proportions of respondents who said that they felt as safe as they want. Birmingham is around average on this, but has shown a marked improvement since last year.
- On the right are the proportions of respondents who said that services helped them feel safe. This has dropped slightly for Birmingham, but we remain above average.

Percentage of people reporting  
that services helped them feel safe

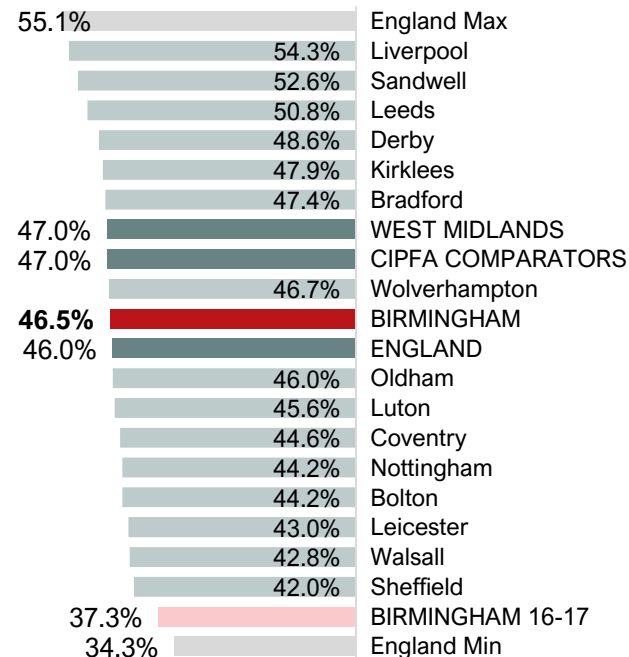


# Social Contact

- The survey asks respondents to choose a statement that best describes how much social contact they have.
- 47% of Birmingham's respondents replied that they have as much social contact as they want- this is close to the national average of 46%.
- The graph on the right shows a marked improvement on last year
- This measure contributes to ASCOF 1A and 1J (see slide 15)



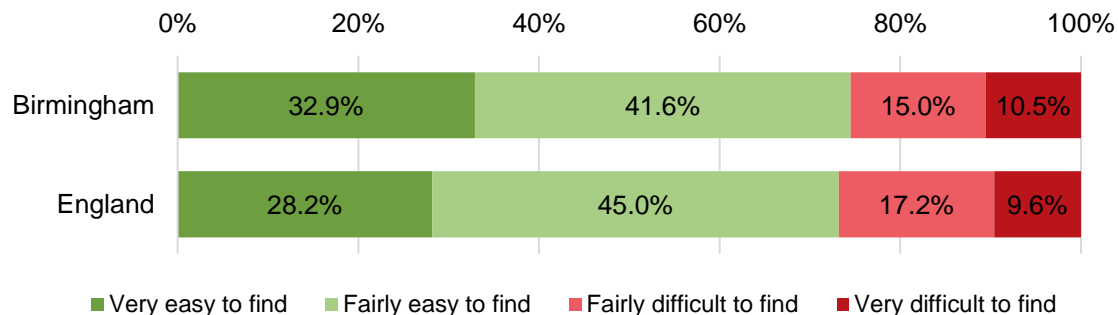
## Percentage reporting "I have as much social contact as I want"



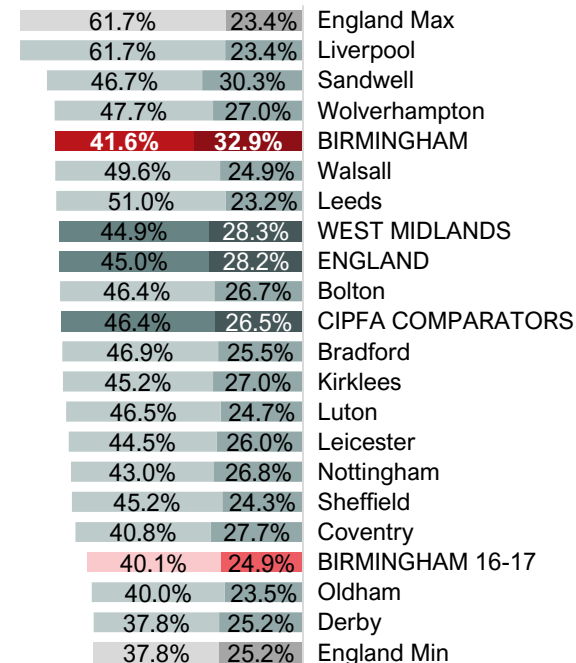


# Ease of accessing information

- The survey asks respondents: “In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?”
- 75% of Birmingham’s respondents found information either “very easy” or “fairly easy” to find, around the national average. However, 33% found it “very easy”, which is higher than average.
- Birmingham has seen a significant improvement in this since last year.



## Percentage of users who found it very or fairly easy to find the information they needed





# CONCLUSIONS AND IMPROVEMENT ACTIONS



# Conclusions

- Birmingham has a large number of people that receive Social Care support, who have levels of need that are greater than the average in England.
- This means that we need to do more than some other authorities would for the people we support, to help them achieve the best possible quality of life and outcomes. The difference in our performance between the Social Care-related Quality of Life score and the adjusted version illustrates this well (slide 15). It is also visible in the high numbers of people in Birmingham who said services helped them with safety and control, and their poorer overall experience of those things compared to some other authorities (slides 19 and 21).
- The general improvement in our scores from last year, as well as our very high performance on the adjusted Quality of Life indicator, suggests that we are moving in the right direction and are already doing some things right.

# Improvement Actions

- The Community Assets Project
  - Investing in building community capacity and resilience
  - Developing neighbourhood networks
  - Local community groups will help support independence and wellbeing
  - Social workers and health professionals to develop knowledge and link people to opportunities arising from neighbourhood networks

# Improvement Actions

- Early Help and Prevention Project
  - Support aimed at maintaining independence.
  - Work progressing on an Equipment and Technology Strategy
  - Work on improving Day Opportunities
  - Aimed at supporting citizens to:
    - Lead a normal life with access work or volunteering opportunities
    - Maintain contacts within the community and avoid social isolation
    - Achieve their aspirations for independence and control in daily living

# Improvement Actions

- **Personalised Support Project**
  - Implementing a new social work model
  - Currently progressing work on the “Three Conversations” model and the customer journey.
  - Aims to:
    - Reorganise social work and care management
    - Reclaim practice
    - Build on the community model and deliver services on a locality basis
    - Strengthen workers’ affinity to their locality



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**Making a positive difference** everyday to people's lives